GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:1504
ANSWERED ON:09.03.2017
Facilities to Passengers at Airports
Mahtab Shri Bhartruhari

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether the Government has received complaints from the passengers and the representatives of the people regarding poor hygiene/deficient services/ negligence of duties at various airports of the country during each of the last three years;

(b) if so, the details thereof and the reasons therefor along with the action taken/being taken by the Government on such complaints, airport/year-wise;

(c) whether the Government has conducted any enquiry/inspection in this regard, if so, the details thereof and if not, the reasons therefor;

(d) the mechanism put in place by the Government to monitor standards of hygiene/services at airports and to resolve complaints related thereto;

(e) whether such deficiency in services have been reported in the Airport Quality Service Survey and Customer Satisfaction Index Survey during the said period; and

(f) if so, the details thereof along with the corrective steps taken/being taken by the Government in this regard?

Answer

Minister of State in the Ministry of CIVIL AVIATION

(Shri Jayant Sinha)

(a): Yes, Madam.
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(c): Yes Madam. Regular inspection is conducted by concerned Airport directors and monitored by Regional Executive Directors and the Corporate Headquarters at Airports Authority of India.;
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(d): There are various mechanisms to monitor standards of hygiene/services at airports and resolution of complaints related